



DEPARTMENT OF HUMAN SERVICES
SENIOR & DISABLED SERVICES DIVISION
500 Summer Street NE
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Phone: (503) 945-5811

AUTHORIZED BY: _____

**SDSD Administrator/Deputy/
Assistant Administrator**

INFORMATION MEMORANDUM

SDSD-IM-01-059

Date: July 10, 2001

TO: SDSD District and Unit Managers
Area Agency on Aging Directors

SUBJECT: Mailing Error Effecting Clients on GA for Over Two Years

INFORMATION: On May 3, 2001, Action Request AR-01-014 was released. Due to a mailing error, copies of a report intended only for SDSD and AAA field offices was also sent to other people on our mailing list who receive copies of our Action Requests. The report contained names and social security numbers of clients who had been on General Assistance (GA) for over two years.

We have mailed a letter to those people on the mailing list and have asked them to destroy the report copies attached to the AR. People on the mailing list are generally senior and disability advocates or work in legal aid offices or other state agencies. They receive copies of our transmittals to stay informed of issues regarding programs for the elderly and people with disabilities. We are confident the professionals who received the information in error, have complied with our request to destroy the report.

We have also mailed a letter to those effected GA clients informing them of our error. Clients were asked to contact Pam Warren with questions or concerns about the processing error and to contact their local office if they had specific questions about their GA benefits. If you receive phone calls from these clients, please assure them their benefits are in no way effected by this error.

Copies of both letters are attached for your information.

CONTACT PERSON: Pam Warren

E-MAIL: Pam.G.Warren@state.or.us

CONTACT NUMBER: 503-945-6406

FAX NUMBER: 503-373-7823

Date: June 18, 2001

To: Action Request Recipient

From: Dan Kaplan, Deputy Administrator

You or your office regularly receives copies of Action Request Transmittals we release to our field offices.

Due to a processing error, AR-01-014 dated May 3, 2001 was released with confidential client information attached. We have notified all clients involved in the matter of our error. To minimize the impact of this error, we explained to them we would ask all parties who received copies of the information to destroy it immediately.

Please destroy the report copies containing SDSL client names and social security numbers attached to AR-01-014, dated May 3, 2001. In addition, if you routinely copy and/or forward the Action Requests to others, please ask them to do the same and/or forward this letter to them for action.

I'm sure you understand the importance of this matter. We appreciate your help in minimizing any impact this error may have on our clients. If you have any questions or concerns, please contact Pam Warren at (503) 945-6406.

Date: June 18, 2001

To: Senior and Disabled Services Division's
General Assistance Client

From: Dan Kaplan, Deputy Administrator

Senior and Disabled Services Division (SDSD) accidentally sent out a list that contained your name and social security number. We are sending you this letter to make you aware of our error.

The Division's Central Office often sends information to our field offices to tell them about important information or to request that they take action on programs. On May 3, 2001, the Division made a routine request to field offices asking them to review their caseload of General Assistance (GA) clients. To help them in their review, we sent a report that contained the name and social security number of specific clients receiving GA.

Each SDSD field office should have received only the names of GA clients receiving services from their office. Unfortunately, our field offices received a list with all GA clients who had been receiving benefits for more than two years.

Other people also receive copies of our mailings so that they can stay informed about issues regarding programs for the elderly and people with disabilities. Normally, they do not receive any confidential information. However, because of our mistake, they also received copies of the report. We have sent a letter to everyone on the mailing list who should not have received a copy asking them to destroy the report.

We have trained all the staff involved about client confidentiality. We have put a new process in place to make sure that this does not happen again. We apologize to you for releasing this information. If you have any questions or concerns regarding this matter, please contact Pam Warren at (503) 945-6406. If you have specific questions about your GA benefits, please contact your local SDSD or Area Agency on Aging office.